

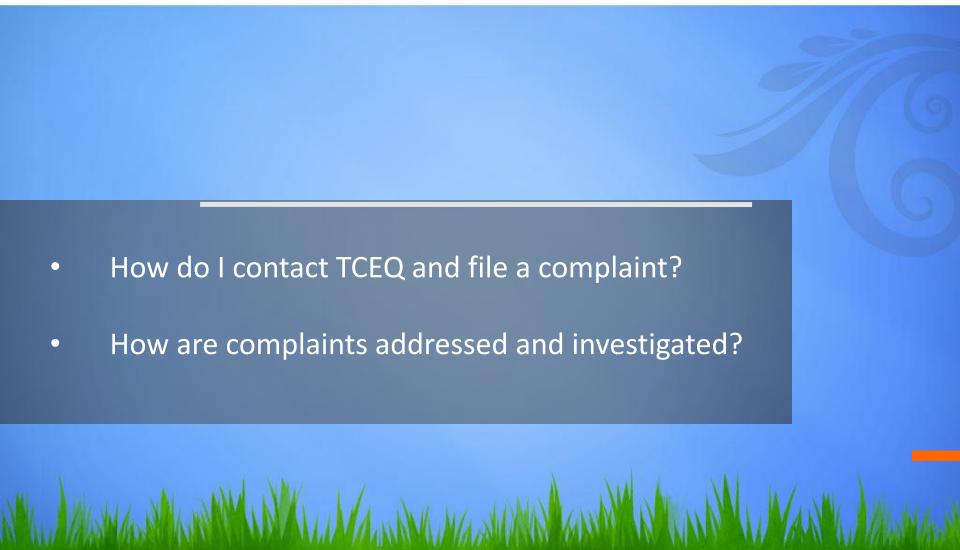
Complaints & Citizen Collected Evidence



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TCEQ Complaint Procedures



What Constitutes a Complaint?

Complaints:

A type of incident or event with possible environmental, health, and/or regulatory concern.

- Polluted Waterways
- Land Pollution
 - » Dumping of Waste/Debris
- Air Pollution
 - » Odors
 - » Dust
- Drinking Water Issues
- TCEQ Regulated Entity Issues



Complaints Outside the TCEQ's Jurisdiction

In some cases, the TCEQ may not be the agency with jurisdiction to address the complaint.

- Pollution around an Oil Well
 - » Texas Railroad Commission
- Septic System Issues
 - » City/County
- Indoor Air Pollution
 - » City/County
- Noise Pollution
 - » Local Police
- Litter, Trash, Used Oil Dumping
 - » City/County Officials







How do I Report a Complaint?

Phone:

- Complaint Hotline3 1.888.777.3186
- Corpus Christi Regional Office» 361.825.3100

Online:

- Submit a Form Online
 - » Online Form





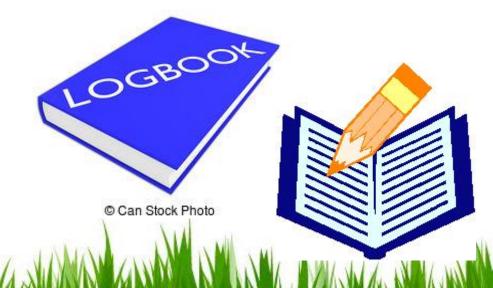
What Information Should be Provided?

Information to Provide:

- Date Observed
- Time Observed
- Address/Location
- Source
- Description
- Complainant's Contact Information

Information to Gather: (if available)

- Photo Documentation
- Video Documentation
- Logbook of Repeat Occurrences



Can I Remain Anonymous?

Anonymous complaints can be filed with the TCEQ; however, it could result in impairing the investigation.

- Investigator won't be able to gather additional information from the complainant.
- Investigator won't be able to report the results of the investigation back to the complainant.
- Investigator may not be able to confirm complaint allegations and/or nuisance conditions.



TCEQ Complaint Procedures

On-Site Investigation:

Investi

Complaints are prioritized according Assigned

to TCEQ consulation

Received by Regional Office

Assigned to an Environmental Investigator ion Report:

mental Investigator writes

'' information

Environmental Investigator contacts Complainant

investigation:

ndings

ctions (if any)

ctive Actions (if any)

- » Videos
- » Sampling
- Documentation



Citizen Collected Evidence (CCE)

Examples of CCE:

- Photographs/Videos
- Odor Log
- Detailed written statement of FACTS (no opinions or hearsay)

Requirements of Citizens who submit CCE used in an enforcement case:

- Complete a notarized <u>affidavit</u>
- Disclosure of citizen's identity
- Testify in Court
- Certified you have followed TCEQ procedures

*INFORMATION CANNOT BE USED IF GATHERED ILLEGALLY'

Resources for Complainants

TCEQ Website

(www.tceq.texas.gov)

TCEQ Complaint Page

(www.tceq.texas.gov/compliance/complaints)

- Types of Complaints
- Complaint Documentation
- Complaint Investigation Status
- Customer Satisfaction Survey

Small Business Assistance

(www.tceq.texas.gov/assistance/industry)



